

NCW Case Management Agency Incident Report Submission Method

Advocates for Independence
Phone: (801) 679-6461
Incident Report Fax: (801) 948-8001

Bear River Area Agency on Aging
Phone: (435) 752-7242
Incident Report Email:
shannaa@brag.utah.gov

Care Advocates
Phone: (801) 722-4229
Incident Report Fax: (801) 702-8002

Davis County Health Department - Senior
Services
Phone: (801) 525-5050
Incident Report Fax: (801) 525-5071

Disabled Rights Action Committee (DRAC)
Phone: (801) 347-0370
Incident Report Email: dracslc@earthlink.net

Dynamic Grace
Phone: (801) 703-0658
Incident Report Fax: (801) 384-7110

EnVision Quality Supports
Phone: (801) 209-1357
Incident Report Fax: (866) 941-4708
Incident Report Email:
info@envisionquality.com

Five County Association of Governments
Phone: (435) 673-3548
Incident Report Fax: (435) 688-9088

FlexCare (North)
Phone: (801) 294-6747
Incident Report Fax: (801) 424-6250

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FlexCare (South)
Phone: (801) 273-6366
Incident Report Fax: (801) 424-6250

Golden Age Center—Uintah County Area Agency
on Aging
Phone: (435) 789-2169
Incident Report Fax: (435) 789-2171

MACS Plan
Phone: (801) 625-3786
Incident Report Fax: (801) 778-6818
Incident Report Email: lauraw@weberhs.org

Mountainland Association of Governments
Phone: (801) 229-3839
Incident Report Fax: (801) 229-3671

Roads to Independence
Phone: (866) 734-5678
Incident Report Fax: (801) 612-3732
Incident Report Email: andy@roadstoind.org

Salt Lake County Aging and Adult Services
Phone: (385) 468-3270
Incident Report Fax: (385) 468-3264
Incident Report Email: tnagahiro@slco.org

Southeastern Utah Association of Local
Governments
Phone: (435) 613-0036
Incident Report Fax: (435) 637-5448

Utah Case Management
Phone: (888) 786-4445
Incident Report Fax: (888) 400-9232
Incident Report Email:
ucm@utahcasemanagement.com

New Choices Waiver

Incident Reporting Protocol

Effective January 2019

**NCW Program Office
Cannon Health Building
288 North 1460 West
Salt Lake City, UT 84116
Phone: 801-538-6155
Fax: 801-323-1586
E-mail: newchoiceswaiver@utah.gov**



DIVISION OF
MEDICAID
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FINANCING

Why Reporting is Necessary

State Law

In accordance with Utah State law, professionals and the public are required to report instances of abuse, neglect and exploitation. All incidents of suspected abuse, neglect and exploitation shall be reported by the waiver coordinators and waiver providers to Adult Protective Services (APS) for investigation.

Adult Protective Services Intake Office:

1-800-371-7897

Submit an APS referral online at:

<https://daas.utah.gov/adult-protective-services/>

Required for Medicaid Funding

New Choices Waiver requires the service provider to notify the client's case manager within 24 hours of discovery of the negative event.

Reportable Negative Events

All negative events experienced by NCW clients must be reported by NCW service providers to the case management agency within 24 hours of discovery. Incident reports should be sent using the fax or email specified by each agency, as listed on the other side of this brochure. Negative events include, but are not limited to:

- Death, regardless of the circumstances
- Changes in medical or functional status
- Falls with or without injury
- ER treatment for any reason
- Hospital admission for any reason
- Mental health decline
- Start or stop of hospice or home health services
- A move to a skilled nursing facility
- Any negative event that occurs at the client's place of residence or that occurs while the client is in the community
- Events described further in this brochure as possible Critical Incidents

Case management agencies must review all negative events experienced by NCW clients and report any possible Critical Incidents to the NCW Program Office within 24 hours of receiving notification.

Possible Critical Incidents

1. **Death**, unexpected or accidental
2. **Suicide attempt** (does not include threats only)
3. **Incidents expected to receive media, legislative or public scrutiny**
4. **Compromised living environment** requiring evacuation
5. **Person missing** at least 24 hours or, regardless of the amount of time, under suspicious or unexplained circumstances
6. **Injury** (includes burns, choking, brain trauma, fractures etc.)
7. **Abuse** (physical or sexual)
8. **Neglect** (caregiver neglect or self-neglect)
9. **Exploitation** (by someone in a relationship of trust)
10. **Waste, fraud, or abuse of Medicaid funds**
11. **Human rights violation** such as unauthorized use of restraints, seclusion, or infringement of personal privacy rights
12. **Medication/treatment error** resulting in marked adverse side effects (includes inappropriate medication use while the medication is control of the provider, participant, or other individual)
13. **Law enforcement involvement** resulting in charges being filed
14. **Other type of incident** causing concern for health and safety